



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243  
615-741-1741 (FAX) 615-253-1179**

**MEETING TO BE HELD AT  
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM  
MEETING AGENDA  
January 20, 2010  
PLEASE SILENCE ALL ELECTRONIC DEVICES**

**9:30 Call To Order – Bart Howard, Chairman**

- Roll Call – Donna Hancock, Director
- Announcements
- Adopt Roberts Rules of Order for 2010
- Conflict of Interest Statement

**9:40 Agenda – Review / Adopt**

**(Tab 1) Minutes of December 12, 2009 – Review / Adopt**

**9:50 DISCUSSION OF APPROVAL OF “CIBIL REPORT” FOR INDIA APPLICANTS**

**(Tab 2) Letter from Attorney Brian Ellis pertaining to the “Cibil Report”**

**10:00 Administrative Report –Donna Hancock, Director**

- **Tab (3)** Complaint Status Report
- **Tab (4)** Dan Duncan---Exemption request for Commercial Debt Collectors

**10:15 Location Manager – Appeal the denial of Location Manager Application-- Donna Hancock Presenting**

- **Tab (5)** Wood, Ron E.

**10:30 Legal Report (Hand out) – Terrance Bond, Assistant General Counsel**

- Hand out

**11:45 New Business or Unfinished Business**

- Final Review and Approval of Rulemaking Hearing Rules (Hand out)

**1:30 Adjourn**

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are scheduled at U.S. Central time.